

FIG.1

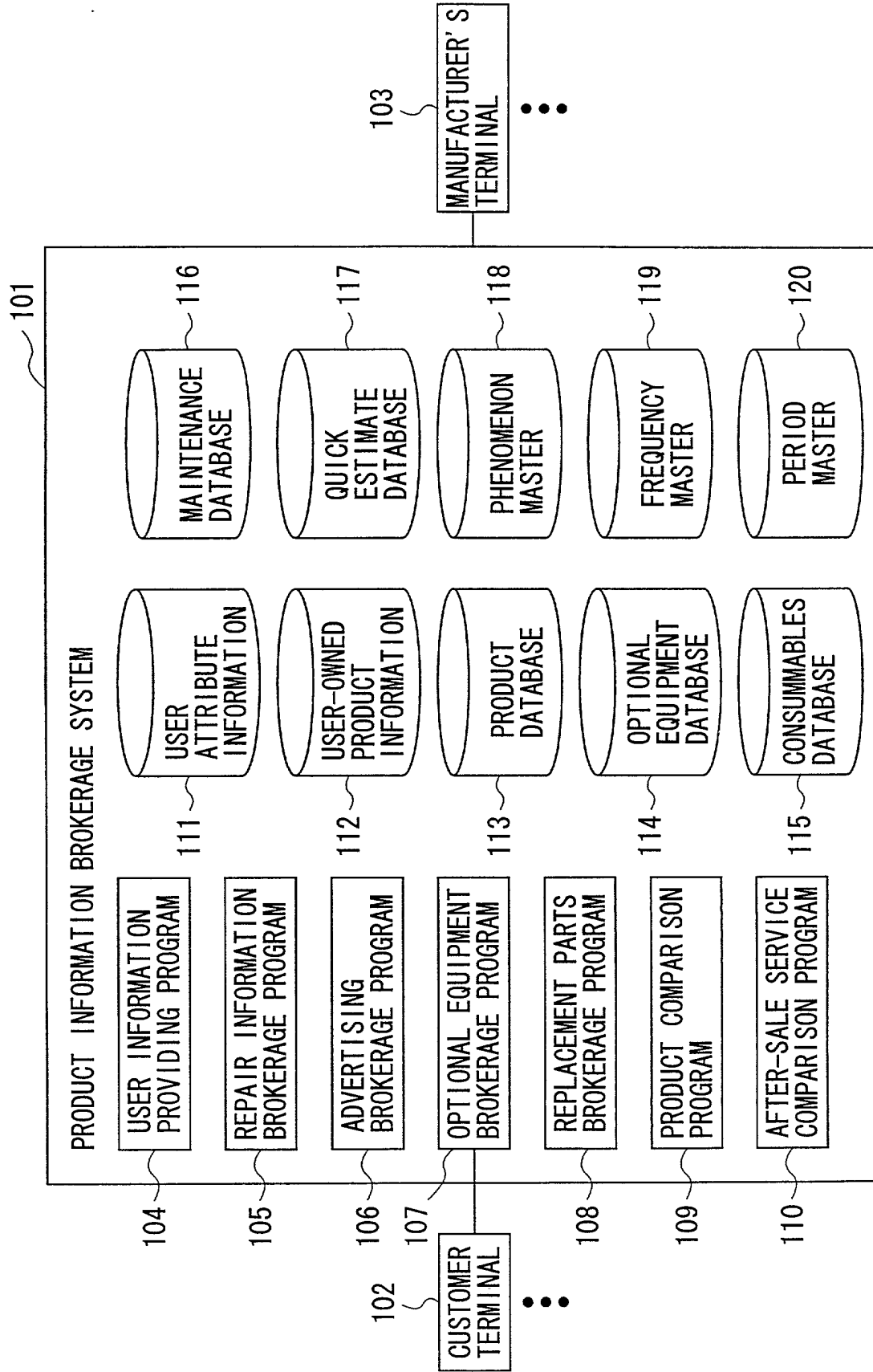


FIG.2

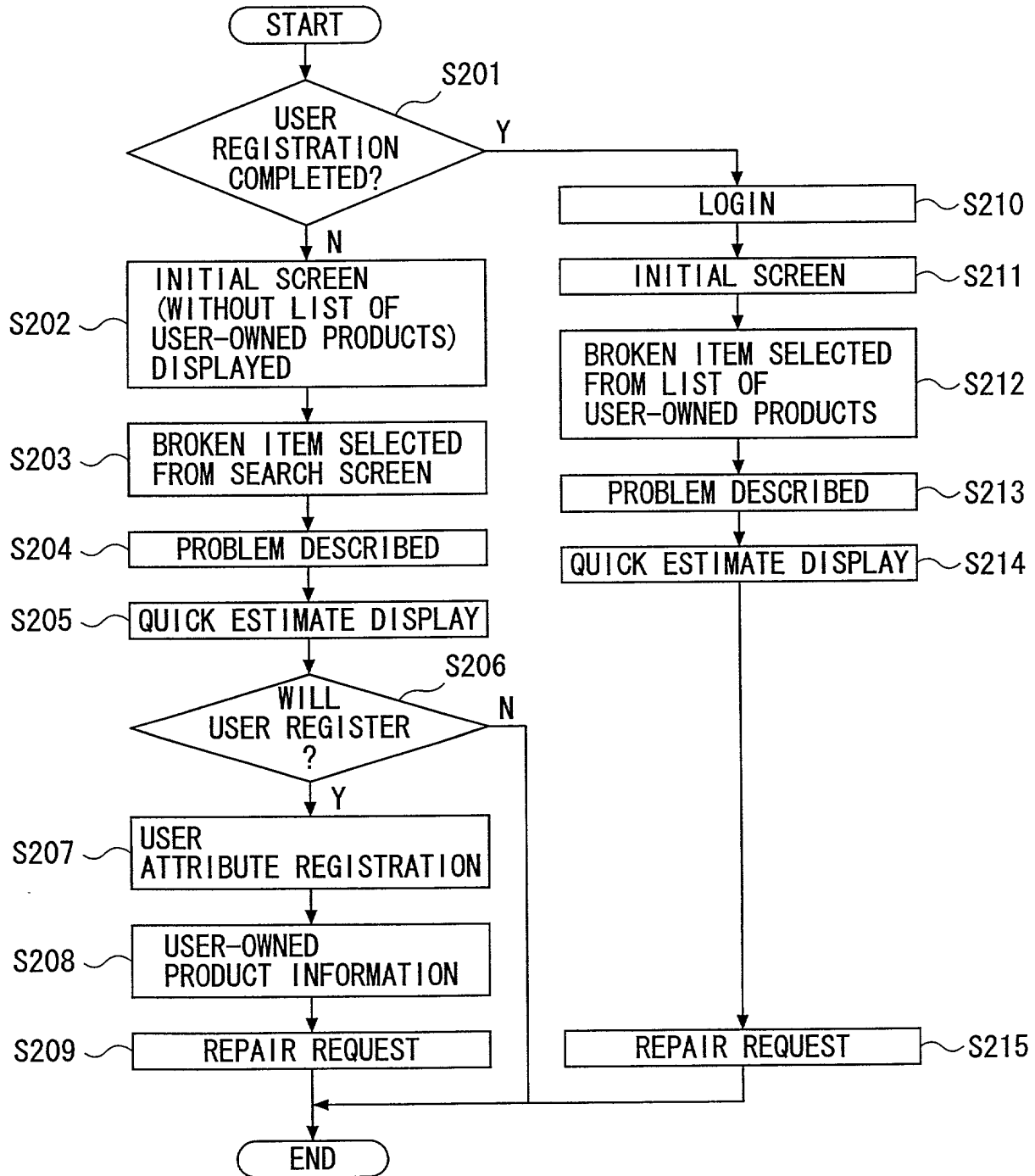


FIG.3

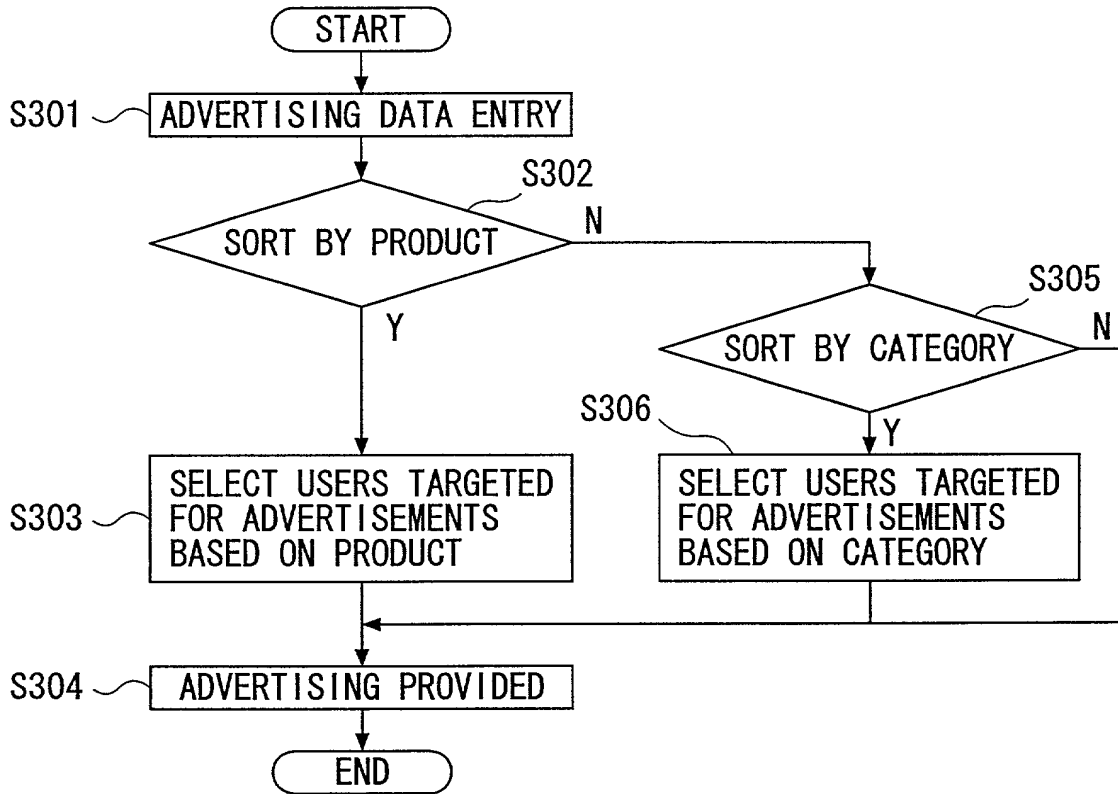


FIG.4

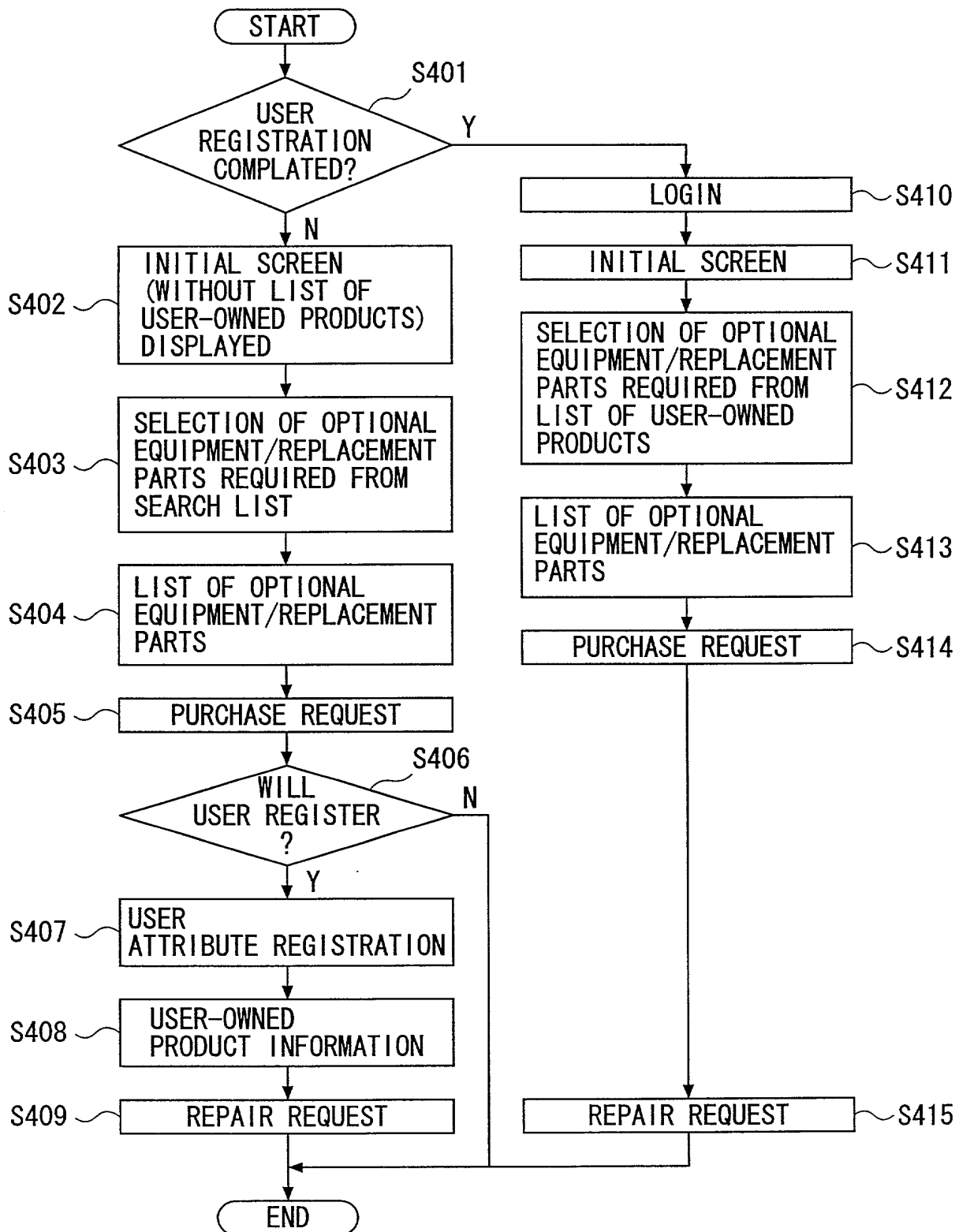


FIG.5

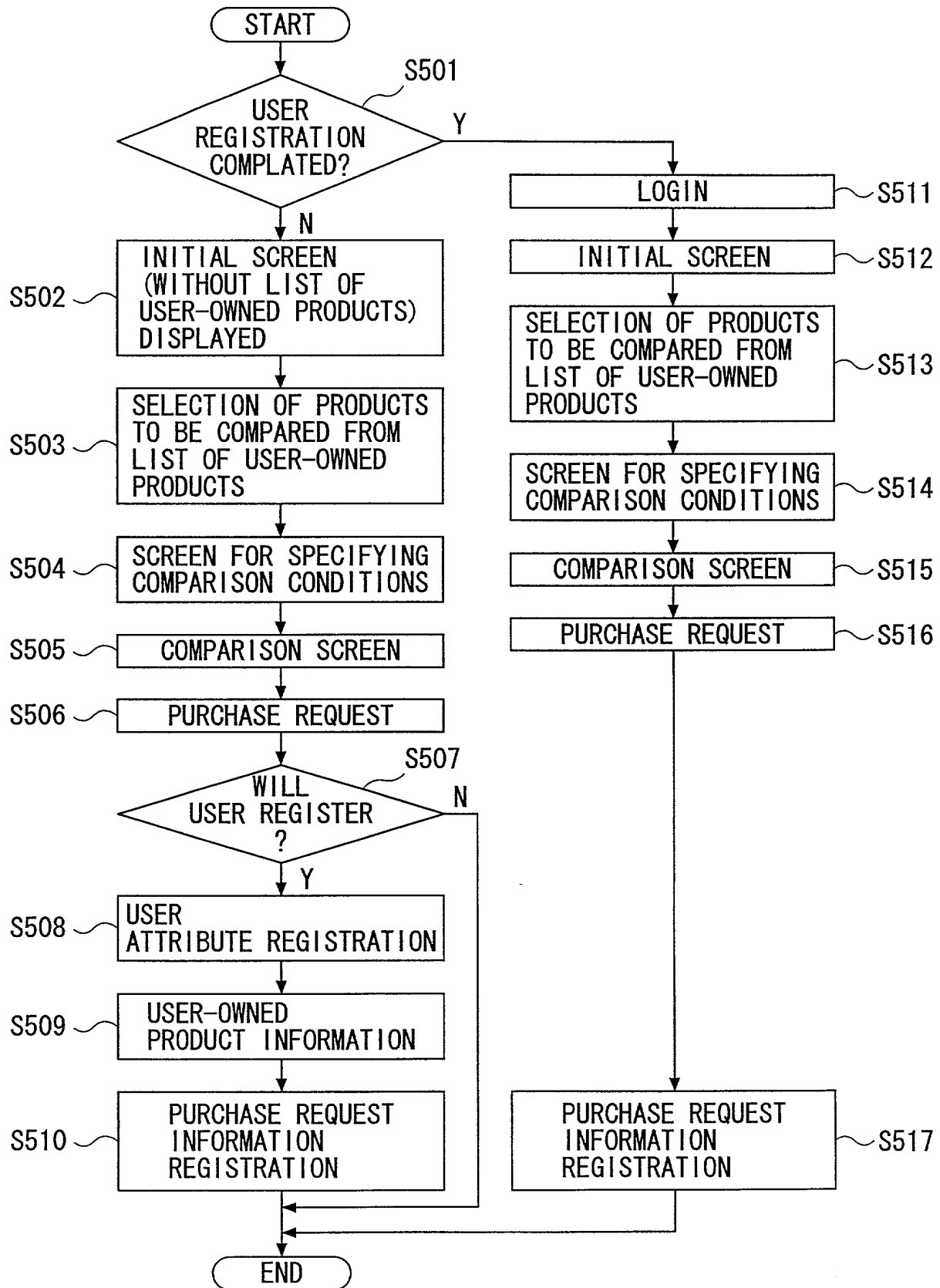
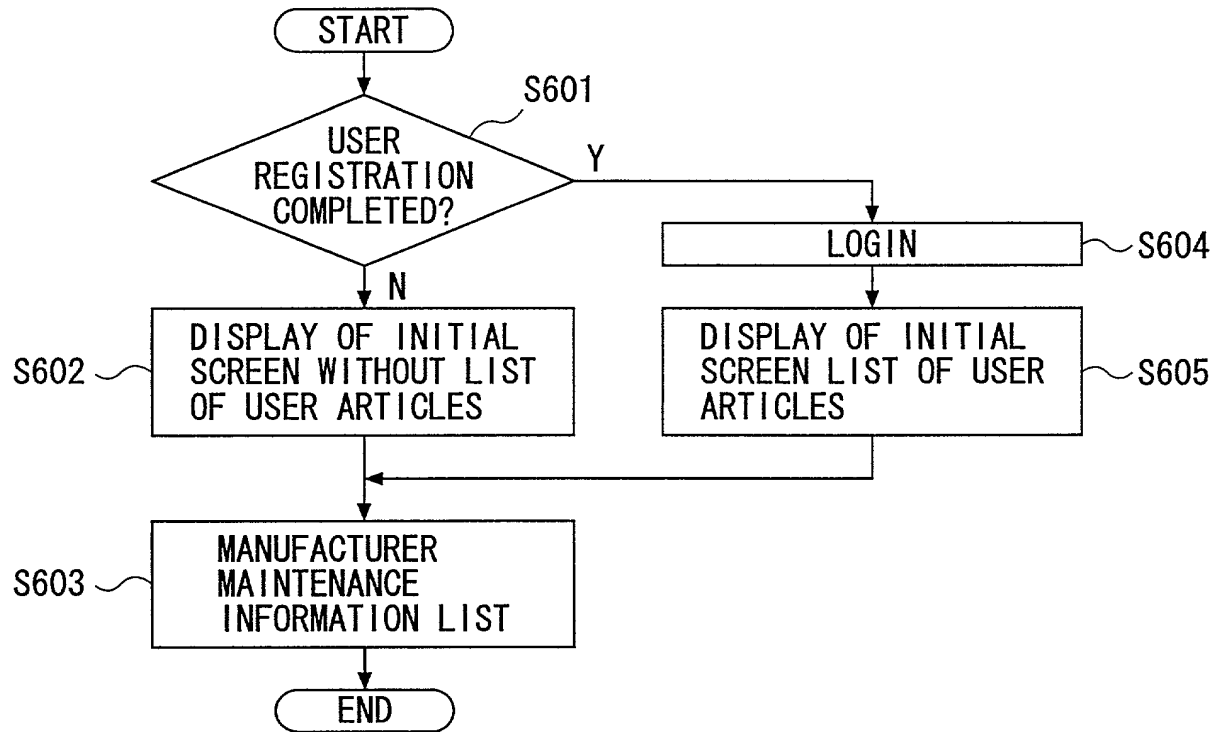


FIG.6



Let's get the best out of what we have!
Welcome to UseBest.com

<input type="checkbox"/> Member registration page (free) <input type="checkbox"/> Your page ID no. Password <input type="checkbox"/> Change registration information <input type="checkbox"/> Conditions of use <input type="checkbox"/> Forum/Bulletin board <input type="checkbox"/> Links	Specify your search <input type="checkbox"/> Check specifications <input type="checkbox"/> Check usage <input type="checkbox"/> How to obtain <input type="checkbox"/> Check optional equipment <input type="checkbox"/> Check replacement parts	<input type="checkbox"/> Seems to be broken <input type="checkbox"/> I want to contact the manufacturer <input type="checkbox"/> Check stores that handle this product <input type="checkbox"/> Compare products <input type="checkbox"/> Compare after-sale service records											
Specify product information	Product category <table border="1"> <tr><td>PC</td></tr> <tr><td>PC</td></tr> <tr><td>AV equipment</td></tr> <tr><td>Kitchen goods</td></tr> <tr><td>Sporting goods</td></tr> <tr><td>Bicycles</td></tr> </table>	PC	PC	AV equipment	Kitchen goods	Sporting goods	Bicycles	Sub-category <table border="1"> <tr><td>Main unit</td></tr> <tr><td>Main unit</td></tr> <tr><td>Keyboard</td></tr> <tr><td>Mouse</td></tr> <tr><td>LAN card</td></tr> </table>	Main unit	Main unit	Keyboard	Mouse	LAN card
PC													
PC													
AV equipment													
Kitchen goods													
Sporting goods													
Bicycles													
Main unit													
Main unit													
Keyboard													
Mouse													
LAN card													
		Maker <table border="1"> <tr><td>A Co.</td></tr> <tr><td>A Co.</td></tr> <tr><td>B Co.</td></tr> <tr><td>C Co.</td></tr> <tr><td>D Co.</td></tr> </table>	A Co.	A Co.	B Co.	C Co.	D Co.						
A Co.													
A Co.													
B Co.													
C Co.													
D Co.													
<input type="checkbox"/> Register <input type="checkbox"/> Register now <input type="checkbox"/> Register later	Product series <table border="1"> <tr><td>ABC</td></tr> <tr><td>ABC</td></tr> <tr><td>hite series</td></tr> <tr><td>Fresh series</td></tr> </table>	ABC	ABC	hite series	Fresh series	Product name <table border="1"> <tr><td>ABC001</td></tr> <tr><td>ABC001</td></tr> <tr><td>ABC002</td></tr> <tr><td>DEF001</td></tr> </table>	ABC001	ABC001	ABC002	DEF001			
ABC													
ABC													
hite series													
Fresh series													
ABC001													
ABC001													
ABC002													
DEF001													
Registering now makes searching next time easier	<input type="button" value="Register this product"/> <input type="button" value="Execute Search"/>												

FIG.8

No.	Item	Description
1	User ID	Yamada
2	PASSWORD	*****
3	Registration date	2000/6/7 09:48
4	Name	Yamada Ichiro
5	Date of birth	1967/10/9
6	Address	4-1-1 Kami-odanaka, Kawasaki-shi, Kanagawa-ken
7	Postal code	211-8588
8	Tel no. 1 (Home)	044-123-4567
9	E-Mail address	Yamada@xxx.com
10	Bank account information	OX Bank(savings A/C) 123456
11	Card information	<input checked="" type="checkbox"/> card 123456
12	Number of owned items registered	6
13	Of these, number of items operating	5

FIG.9

No.	Item	Description
1	User ID	Yamada
2	Owned item number	2
3	Category	PC
4	Sub-category	Main unit
5	Maker	A Co.
6	Product/Series	ABC
7	Type	ABC001
8	Serial no.	R6601030
9	Date of manufacture	Oct-99
10	Date of Purchase	Jan-00
11	Purchase channel	Retail outlet
12	Commercial name of purchaser	XX camera
13	Warranty No.	1234-56789
14	Warranty conditions/period	2000/12 Bring in for repair
15	Product status	In operation
16	Status registration date	2000/6/7 09:48

FIG. 10

<p>Let's get the best out of what we have!</p> <p>Welcome to UseBest.com</p>		<p>Let's get the best out of what we have!</p> <p>Welcome to UseBest.com</p>	
<p>New registration</p> <p>Page</p> <p>Your page</p> <p>ID no.</p> <p>Password</p>		<p>Yamada Ichiro-san's page</p> <p>Specify your search</p> <p>Check specifications</p> <p>Check usage</p> <p>How to obtain</p> <p>Check optional equipment</p> <p>Check replacement parts</p> <p>Seems to be broken</p> <p>I want to contact the manufacturer</p> <p>Check stores that handle this product</p> <p>Compare products</p> <p>Compare after-sale service records</p>	
<p>Specify the product</p> <p>1. Select from among previously registered products</p>		<p>Specify the product</p> <p>1. Select from among previously registered products</p>	
<p>Category</p>		<p>Sub-category</p>	
<p>Manufacturer</p>		<p>Model</p>	
<p>Warranty No.</p>		<p>Warranty Period</p>	
<p>Kitchen goods</p>		<p>Refrigerator</p>	
<p>Kitchen goods</p>		<p>Microwave oven</p>	
<p>Kitchen goods</p>		<p>Washing machine</p>	
<p>PC</p>		<p>Main unit</p>	
<p>PC</p>		<p>Printer</p>	
<p>AV equipment</p>		<p>Mini-combo</p>	
<p>Product category</p>		<p>Sub-category</p>	
<p>Maker</p>		<p>Maker</p>	
<p>2. New search (/registration)</p>		<p>Execute Search</p>	

FIG.11

No.	MANUFACTURER	TARGET MANUFACTURER	SUI TABLE MODEL	PRODUCT	MODEL	STANDARD PRICE	OFFERED PRICE	NORMAL DELIVERY	REMARKS
1	A Co.	A Co.	ABC001	EXPANDED MEMORY (8MB)	ABC-MEM1C	12, 000	10, 200	2 WEEKS	SIMM 4MB x 2
2	A Co.	A Co.	ABC001	EXPANDED MEMORY (16MB)	ABC-MEM2B	25, 000	21, 250	2 WEEKS	SIMM 8MB x 2
3	A Co.	A Co.	ABC001	EXPANDED MEMORY (32MB)	ABC-MEM3A	50, 000	42, 500	4 WEEKS	SIMM 16MB x 2
4	A Co.	A Co.	ABC001	EXPANDED MEMORY (64MB)	ABC-MEM4A	96, 000	81, 800	4 WEEKS	SIMM 32MB x 2
5	X Co.	A Co.	ABC001	EXPANDED MEMORY (8MB)	X001	1, 200	1, 020	2 WEEKS	SIMM 4MB x 2
6	X Co.	A Co.	ABC001	EXPANDED MEMORY (16MB)	X002	2, 500	2, 125	2 WEEKS	SIMM 8MB x 2
7	X Co.	A Co.	ABC001	EXPANDED MEMORY (32MB)	X003	5, 000	4, 250	4 WEEKS	SIMM 16MB x 2
8	X Co.	A Co.	ABC001	EXPANDED MEMORY (64MB)	X004	9, 600	8, 150	4 WEEKS	SIMM 32MB x 2
9	A Co.	A Co.	ABC002	EXPANDED MEMORY (8MB)	ABC-MEM1C	12, 000	10, 200	2 WEEKS	SIMM 4MB x 2
10	A Co.	A Co.	ABC002	EXPANDED MEMORY (16MB)	ABC-MEM2B	25, 000	21, 250	2 WEEKS	SIMM 8MB x 2
11	A Co.	A Co.	ABC002	EXPANDED MEMORY (32MB)	ABC-MEM3A	50, 000	42, 500	4 WEEKS	SIMM 16MB x 2
12	A Co.	A Co.	ABC002	EXPANDED MEMORY (64MB)	ABC-MEM4A	96, 000	81, 600	4 WEEKS	SIMM 32MB x 2
13	B Co.	A Co.	DEF001	EXPANDED MEMORY (8MB)	ABC-MEM1C	12, 000	10, 200	2 WEEKS	SIMM 4MB x 2
14	B Co.	A Co.	DEF001	EXPANDED MEMORY (16MB)	ABC-MEM2B	25, 000	21, 250	2 WEEKS	SIMM 8MB x 2

FIG.12

THE PRODUCT YOU HAVE SPECIFIED IS:

PRODUCT
MANUFACTURER SERIES MODEL DATE OF
PURCHASE

A Co. ABC ABC001 1995/6

THE OPTIONAL EQUIPMENT FOR YOUR ABC001 IS AS FOLLOWS

HELPTROUBLESHOOTINGREPAIR ESTIMATES
DELIVERIESLIST OF
SERVICE CENTERSREPLACEMENT PARTSOPTIONAL
EQUIPMENT

DETAIL	PURCHASE	MANUFACTURER	PRODUCT NAME	TYPE NAME	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE	REMARKS
		A Co.	EXPANDED MEMORY (8MB)	ABC-MEM1C	12, 000	10, 200	SIMM 4MB*2
✓		A Co.	EXPANDED MEMORY (16MB)	ABC-MEM2B	25, 000	21, 250	SIMM 8MB*2
		X Co.	EXPANDED MEMORY (8MB)	X001	1, 200	1, 020	SIMM 4MB*2
		B Co.	LAN CARD	AD1234	20, 000	16, 000	10Bsec/T COMPATIBLE, 10Mbps,
		C Co.	LAN CARD	GB12345	21, 000	16, 800	10Bsec/T COMPATIBLE, 10Mbps,
		D Co.	LAN CARD	FMBCL-111	2, 000	1, 600	10Bsec/T COMPATIBLE, 10Mbps,

PURCHASE

FIG.13

THE PRODUCT IS SPECIFIED IS:

MANUFACTURER	PRODUCT SERIES	MODEL	DATE OF PURCHASE
A Co.	ABC	ABC001	1995/6

HELP

TROUBLESHOOTING

REPAIR ESTIMATES
DELIVERIES

LIST OF
SERVICE CENTERS

REPLACEMENT PARTS

OPTIONAL
EQUIPMENT

PRODUCT
COMPARISON

SPECIFY THE PRODUCTS TO BE COMPARED
(A MAXIMUM OF 0 PRODUCTS CAN BE SPECIFIED)

MAKER SELECTION	TYPE	SERIES DESIGNATION
B Co.	NEW PRODUCT	123
A Co.	OLD PRODUCT	123
B Co.		HANDY PORTABLE SERIES
C Co.		"Ekishō-san"
F Co.		"Big zanshō-san"
N Co.		
T Co.		

CHOOSE FROM LIST BELOW

SELECTION	MAKER	TYPE	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE
	B Co.	12301	280,000	238,000
	B Co.	12302	150,000	127,500
✓	B Co.	12303	198,000	188,500
	B Co.	12304	158,000	134,300
	B Co.	12305	120,000	102,000
	B Co.	12306	310,000	263,500

LIST OF SELECTED PRICLES

SELECTION	MAKER	TYPE	STANDARD PURCHASE PRICE	WEB SPECIAL PRICE
✓	B Co.	ABC001	280,000	-
✓	B Co.	12301	231,000	198,350
✓	B Co.	12302	150,000	127,500

EXECUTE

FIG.14

ITEM	UNIT	A Co.	B Co.	C Co.	NOT SELECTED
		ABC	123	123	
		ABC001	12301	12302	
SIZE	WIDTH	500	500	500	
	DEPTH	300	300	300	
	HEIGHT	800	800	800	
WEIGHT		10	10	10	
POWER CONSUMPTION	50Hz	200	200	200	
	60Hz	200	200	200	
COLOR	TYPE	BEIGE	BEIGE	BEIGE	
STANDARD PRICE	MAIN UNIT YEN (TAX EXTRA)	150,000	150,000	150,000	
SALES PRICE	BEGIN	96/1	96/1	96/1	
	END	94/3	94/3	94/3	
CHECK			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

PURCHASE

FIG.15

MANUFACTURER	PRODUCT CATEGORY	SUB-CATEGORY	FREE REPAIR PERIOD		STARTING POINT	SERVICE LOCATIONS (NATIONWIDE)	BASIC CHARGE		REMARKS
			HOUSE CALL	TAKE IN				BASIC HOURS	
D Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	50 PLACES	3, 000	2 HOURS	
F Co.	PC	MAIN UNIT	12 MOS.	24 MONTHS	AFTER MANUFACTURE	33 PLACES	3, 800	1 HOUR	
H Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	70 PLACES	6, 000	3 HOURS	
N Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	48 PLACES	4, 800	2 HOURS	
S Co.	PC	MAIN UNIT	NO LIMIT	12 MONTHS	AT TIME OF PURCHASE	36 PLACES	5, 500	2 HOURS	
T Co.	KITCHEN GOODS	REFRIGERATOR	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4, 800	2 HOURS	
T Co.	PC	LAN CARD	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4, 800	2 HOURS	
T Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	60 PLACES	4, 800	2 HOURS	
Y Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	AT TIME OF PURCHASE	42 PLACES	4, 000	2 HOURS	

FIG.16

PRODUCT CATEGORY	SUB-CATEGORY	MAKER	PRODUCT SERIES	PRODUCT	e-mail ADDRESS	WIDTH	DEPTH	HEIGHT	WEIGHT	POWER CONSUMPTION 50	POWER CONSUMPTION 60	COLOR	STANDARD PRICE	SALES PRICE	LAST SALE
PC	MAIN UNIT	A Co.	ABC	ABC001	mail@a.com	500	300	800	10	200	200	BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	A Co.	ABC	ABC002	mail@a.com	500	300	800	10	200	200	BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	A Co.	DEF	DEF001	mail@a.com	500	300	800	10	200	200	BEIGE	150000	Jun-96	May-94
PC	MAIN UNIT	B Co.	123	12301	mail@b.com	500	300	800	10	200	200	BEIGE	150000	Jun-96	May-94
PC	MOUSE	C Co.	m01	m01-001	mail@c.com	60	80	50	0.5	0	0	BEIGE	10000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0051	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0052	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0053	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0053A	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0055	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH SERIES	FG-0056	mail@f.com	600	600	1740	116	960	960	BEIGE	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	T Co.	INVERTER Dossari	TRF-321AA	mail@f.com	680	595	1740	116	960	960	BROWN /GRAY	380000	Jun-96	May-94
KITCHEN GOODS	REFRIGERATOR	F Co.	FRESH VEGETABLES	FCR-S40AF	mail@f.com	593	598	1790	65	430	430	PURPLE /RED	230000	Dec-95	-
KITCHEN GOODS	REFRIGERATOR	N Co.	FIRST LADY SERIES	NSR-321	mail@n.com	643	695	1720	98	600	600	BROWN /GRAY	290000	Mar-00	-

FIG.17

NO.	MAKER	SERIES	NAME	NO. OF REGISTRATIONS	REMARKS
1	A Co.	ABC	SERIES TOTAL	24, 499	
2	A Co.	ABC	ABC001	1, 527	
3	A Co.	ABC	ABC002	1, 518	
4	A Co.	ABC	ABC003	15, 590	
5	A Co.	ABC	ABC004	5, 864	
1	A Co.	DEF	SERIES TOTAL	129, 585	
6	A Co.	DEF	DEF001	5, 772	
7	A Co.	DEF	DEF002	31, 593	
8	A Co.	DEF	DEF003	30, 175	
9	A Co.	DEF	DEF004	10, 716	
10	A Co.	DEF	DEF005	43, 303	
11	A Co.	DEF	DEF006	8, 026	
1	A Co.	GHI	SERIES TOTAL	418, 271	
12	A Co.	GHI	GHI001	51, 559	

TOTAL: 6539260

FIG.18

ADVERTISEMENT REQUEST SCREEN

- ☐ NARROW BY PRODUCT
- ☒ NARROW BY CATEGORY
- ☐ DO NO NARROW

KITCHEN GOODS/REFRIGERATOR

CONTENT OF ADVERTISEMENT

NEW!

"EASY-FRIDGE", A NEW REFRIGERATOR THAT'S
EASY ON THE BODY-

PRICE:34,500YEN

-AND VERY EASY ON THE WALLET!

EXECUTE

FIG.19

MANUFACTURER	PRODUCT CATEGORY	SUB-CATEGORY	FREE REPAIR PERIOD		START	NUMBER OF SERVICE LOCATIONS NATIONWIDE	BASIC CHARGE		REMARKS
			HOUSE CALL	TAKE-IN				USUAL HOURS	
D Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	50 PLACES	3,000	2 HOURS	
F Co.	PC	MAIN UNIT	12 MOS.	24 MONTHS	AFTER MANUFACTURE	33 PLACES	3,800	1 HOUR	
H Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	70 PLACES	6,000	3 HOURS	
N Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	48 PLACES	4,800	2 HOURS	
S Co.	PC	MAIN UNIT	NO LIMIT	12 MONTHS	TIME OF PURCHASE	36 PLACES	5,500	2 HOURS	
T Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	60 PLACES	4,800	2 HOURS	
T Co.	PC	MAIN UNIT	NO LIMIT	6 MONTHS	TIME OF PURCHASE	42 PLACES	4,000	2 HOURS	

FIG.20

THE PRODUCT IS SPECIFIED IS:			
COMPANY	TYPE OF ARTICLE	NAME	DATE OF PURCHASE
		FMLBP-114	1995/6
			PRODUCT NUMBER
THE PROBLEM YOU HAVE DESCRIBED IS AS FOLLWS			
<u>HELP</u>	PAPER JAMS WHEN PRINTING OUTPUT		
<u>TROUBLESHOOTING</u>	ONCE EVERY 2-3 TIMES		
<u>REPAIR ESTIMATES</u>	GRADUALLY GOTTEN WORSE STARTING ABOUT 3 MONTHS AGO		
<u>DELIVERIES</u>			
<u>LIST OF A</u>			
<u>SERVICE CENTERS</u>			
<u>REPLACEMENT PARTS</u>			
<u>OPTIONAL EQUIPMENT</u>			
<u>QUICK ESTIMATE FOR REPAIR</u>		<u>END</u>	

FIG.21

QUICK ESTIMATE SCREEN

AVERAGE COST OF REPAIR

10, 000

5, 000YEN INCREMENTS

AVERAGE REPAIR COSTS FOR SAME PHENOMENON

PRICING

HOUSE CALL	12, 000	1
TRAVEL COSTS	ACTUAL EXPENSES	

HANDLING	2, 000
DELIVERY	2, 000
ROUND-TRIP DELIVERY DISCOUNT PRICE	3, 000

BRING IN FOR REPAIR	500
HANDLING	500
ROUND-TRIP SAME-STORE DISCOUNT PRICE	800

REQUEST REPAIR

TERMINATE

FIG.22

MANUFACTURER	PRODUCT SERIES	PRODUCT NAME	PLOBLEM; 1 /FREQUENCY; 1 /PERIOD; 1	PLOBLEM; 1 /FREQUENCY; 1 /PERIOD; 1	...
A Co.	ABC	ABC001	10, 000	15, 000	
A Co.	ABC	ABC002	15, 000	18, 000	
A Co.	ABC	DEF001	13, 000	15, 000	

FIG.23

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	PAPER JAMS WHEN PRINTING OUTPUT	PAPER TRAY DOES NOT OPEN	PRESSED BUTTON SHOWS NO RESPONSE	
PC	KEY BOARD	PRESSED KEY DOES NOT RETURN	INDICATOR DOES NOT LIGHT	BROKEN IN HALF	
KITCHEN GOODS	REFRIGERATOR	VEGETABLE BIN DOES NOT REFRIGERATE	DOOR DOES NOT OPEN	CAUGHT ON FIRE	

FIG.24

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	
PC	KEY BOARD	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	
KITCHEN GOODS	REFRIGERATOR	ONCE EVERY 2-3 TIMES	EVERY TIME	VERY RARELY	

FIG.25

PRODUCT CATEGORY	SUB-CATEGORY	SELECTION 1	SELECTION 2	SELECTION 3	...
PC	MAIN UNIT	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	
PC	KEY BOARD	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	
KITCHEN GOODS	REFRIGERATOR	GRADUALLY GOTTEN WORSE STARTING ABOUT THREE MONTHS AGO	YESTERDAY	FORGOTTEN	